



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SHERIFF'S COMMUNICATIONS MANAGER

Class No. 005773

■ CLASSIFICATION PURPOSE

To oversee and provide direction in the planning and management of the Sheriff's 24-Hour Communication Center, and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

Sheriff's Communication Manager is a non-sworn single class allocated only to the Sheriff's Department. Under the direction of a Sheriff's Commander, incumbents are responsible for formulating policy, managing the communications center's budget, and directing the overall operation of the 24 hour Communications Division. This class is distinguished from the next lower class, Sheriff's Communication Coordinator, in that the latter is a second line supervisor for communications operations, programs, and personnel.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

The following functions apply to all options:

1. Plans, directs, organizes, and coordinates the 24/7 operations of the Sheriff's Communication Division.
2. Oversees the management, coordination, and maintenance of a highly automated, integrated, and complex telecommunications environment.
3. Performs strategic planning activities to meet long-range goals and objectives.
4. Analyzes, formulates, and implements policy, standards, and procedures.
5. Oversees the coordination and implementation of mandates and programs.
6. Analyzes, monitors, and controls budget and expenses to efficiently utilize available resources.
7. Identifies operational problems and formulates appropriate solutions.
8. Performs special projects or studies as assigned.
9. Prepares executive level correspondence and reports
10. Selects, trains, and supervises, directly or through subordinate staff.
11. Represents the Sheriff's Department at communication related meetings.
12. Coordinates the resolution of citizen complaints, county claims, and subpoenas through subordinate staff.
13. Acts as a liaison with other Public Safety agencies, County agencies and vendors in matters related to the Communications Division.
14. Provides responsive, high quality service to County employees, representatives of outside agencies, and members of the public by providing accurate, complete, and up-to-date information, in a courteous, efficient and timely manner.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Public Safety emergency communications technology and public safety dispatch and response policies.
- The 911 system including Federal, State, and local regulations and practices relating to its operation.
- Radio communication procedures and relevant regulations of the Federal Communication Commission.
- Local jurisdictions and the overall emergency communication network.
- San Diego County disaster plans and procedures.
- Criminal codes, statutes and ordinances relating to a communications network supporting law enforcement, fire, medical, and emergency dispatch operations.
- County Civil Service Rules, including those pertinent to employee selection, grievances, and discipline.
- Budget analysis and effective utilization of fiscal resources.
- Geography of San Diego County, City, and environments.
- Principles and practices of supervision.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Manage, coordinate, and maintain a 24-hour emergency dispatch operation in a highly automated, integrated and complex telecommunications environment.
- Evaluate organizational effectiveness.
- Analyze, formulate, and implement policies, procedures, and programs.
- Analyze and interpret statistical data.
- Monitor budget, allocate and utilize resources effectively and efficiently.
- Conduct fiscal analysis and prepare cost projections.
- Prepare written reports, correspondence, budgets, and related materials.
- Recognize, define, and resolve specific administrative and organizational problems.
- Communicate effectively orally and in writing.
- Supervise, evaluate and plan the work of subordinate personnel.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Establish and maintain effective working relationships with public agencies, government officials, contractors, County employees, private enterprises, and the general public.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. An example of qualifying education/experience is: Bachelor's degree from an accredited college or university in business administration, communications, public administration or a closely related field, **AND** three (3) years of experience as a Sheriff's Communication Coordinator or equivalent.

Note: Education and experience may substitute for one another on a year-for-year basis.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

New: April 29, 2005

Sheriff's Program Manager (Class No.005773)

Union Code: MA

Variable Entry: Y